

# Volunteer Role Description

## One-To-One Tinnitus Supporter

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Signal supports people who are Deaf, have hearing loss or tinnitus, in the UK and internationally. We aim to break down barriers to inclusivity. We do this by challenging perceptions and improving access to healthcare, education, employment and services.

### Role description

Signal's One-To-One support service offers people with tinnitus the opportunity to talk privately about their experience. We are looking for a volunteer with empathy and good communication skills, who has the ability to make people feel at ease and offer advice where appropriate. On some occasions, you may need to work with individuals to create an action plan and provide follow-up communication as required. For this role you should either have experience of tinnitus yourself or have significant interest and knowledge in this area. Training on how to give one-to-one support will

**Location:** Home-based. Individuals will be contacted via phone, video call or email depending upon their preference.

**Hours:** ca. 3hs per month, but hours might be ad hoc, depending on demand

### What we offer

- The opportunity to use your experience and knowledge to support people with tinnitus
- The opportunity to develop skills and knowledge of One-to-One support
- The prospect of building experience for your CV
- In-house and external training courses applicable to your role
- Developing your knowledge of tinnitus

### What we ask from you

- Aged 18 years or older
- Good communication skills and empathy
- To have the ability to work independently
- Have knowledge about tinnitus or have experience of tinnitus yourself
- Happy to undertake training with Signal, incl. One-To-One support and safeguarding
- Willing to undertake a DBS check
- Two references (one of which must be a personal character reference)
- Happy to attend an informal online video call or phone call after applying for this role
- Attend a training day in Shrewsbury

**To apply, please contact...**

**Swan Staar-Slogrove**

Volunteer Coordinator

**Email:** [volunteer@signal.org.uk](mailto:volunteer@signal.org.uk)

**Call:** 07873 637952

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This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract.